

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE 1 OF 4 PAGES
2. AMENDMENT/MODIFICATION NO. 4	3. EFFECTIVE DATE Same as Bk. 16C	4. REQUISITION/PURCHASE REQ. NO. 4200146045	5. PROJECT NO. (If applicable)
5. ISSUED BY NASA Shared Services Center Procurement Office, Bldg. 5100 Stennis Space Center, MS 39529-6000 Attn: Ann Sharpe		14. ADMINISTERED BY (If other than Item 5)	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) COMPUTER SCIENCES CORPORATION Information Technology & Science Solutions Division 7700 Hubble Drive Lanham Seabrook, MD 20706		(4)	9A. AMENDMENT OF SOLICITATION NO.
			9B. DATED (SEE ITEM 11)
		X	10A. MODIFICATION OF CONTRACT/ORDER NO. NNX05AA01C
			10B. DATED (SEE ITEM 13) May 17, 2005
CODE	FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Continuation Page

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(4)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	OTHER Specify type of modification and authority) Contract Section I FAR Clause 52.243-2, "Changes-Cost Reimbursement," AUG 1987 w/Alt II, APR 1984 -and- Contract Section I FAR Clause 52.232-22, "Limitation of Funds" (APR 1984)



E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 3 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

	<u>Contract Amount</u>	<u>Incremental Funding</u>
Prior Amount	\$ [REDACTED]	\$ [REDACTED]
This Action	\$ [REDACTED]	\$ [REDACTED]
New Total	\$ [REDACTED]	\$ [REDACTED]

See Continuation Page

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) JAN KELLETT Contract Administrator		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) ANN SHARPE Contracting Officer	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 02/21/06	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 2/21/2006

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FAR (48 CFR) 53.243

BLOCK 14 CONTINUED, DESCRIPTION OF AMENDMENT/MODIFICATION.

A. The purpose of this Supplemental Agreement is to provide for: (1) Revisions to Section B and to Section J's Attachment Nos. J-1, "NSSC Performance Work Statement," and J-2 "Data Requirements Description," which are the result of CSC's proposals dated 1/13/2006 and 1/30/2006 in response to Letter RFP No. NNX06SS002R and its Amendments 1 and 2, for which award is made without discussions or negotiations; and (2) incremental funding for the work being performed under the Contract.

1. SECTION B.3 is superceded by the following:

"B.3 CONTRACT FUNDING (NFS 1852.232-81) (JUN 1990)

- (a) For purposes of payment of cost, exclusive of fee, pursuant to the Limitation of Funds clause, the total amount allotted by the Government to this contract is \$ [REDACTED], which represents an increase of \$ [REDACTED]. This allotment is for services provided in support of the NASA Shared Services Center and covers the following estimated period of performance: **June 1, 2005 through March 17, 2006.**"
- (b) An additional amount of \$ [REDACTED] is obligated under this contract for payment of provisional fee."
- (c) Recapitulation of funding is as follows:

	<u>Previous</u>	<u>This Action</u>	<u>Current</u>
• Target Cost	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
• Provisional Incentive Fee	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
• Earned Incentive Fee	\$ TBD	\$ TBD	\$ TBD
Total Sum Allotted	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]

Accounting and Appropriation Data:

Purchase Request (PR) No.	4200146045
Total Amount:	\$ [REDACTED]
Cost Center:	10XB000
Internal Order:	FC100101
WBS Element:	10-103-01-13-02
Funds Center:	10-103-01-13
Fund:	ESAX22005D

BLOCK 14 CONTINUED, DESCRIPTION OF AMENDMENT/MODIFICATION.

2. Contract Section J, Attachment Number J-1 entitled, "Performance Work Statement (PWS)," is hereby changed as indicated in ATTACHMENT 1 to this modification and as follows. This ATTACHMENT 1 replaces and updates pages 22 through 30 of Attachment J-1 to the Contract.

a. Section 3.2.1.4 is changed to read: "RESERVED," and the title and contents moved to new Section 3.2.6.

b. Sections 3.2.1.9 and 3.2.1.10 are both changed to read, "RESERVED," and the title and contents changed as follows:

"3.2.7 SES Case Documentation

3.2.7.1 Presidential Rank Awards. From content provided by the Agency, the SP shall prepare SES Presidential Rank Award nomination documentation in final submission format in accordance with Office of Personnel Management (OPM) regulations and guidelines and the annual Agency call letter and guidance notice. The SP shall ensure that documentation is on approved forms, in approved format, written in a professional business style, and submitted to Agency POC by the Agency deadline.

The SP shall provide regular status to Agency/Center HR POC on progress of SES presidential Rank Award packages through the Agency approval process to a final decision from OPM.

3.2.7.2 Appointments. From content provided by the Agency, the SP shall prepare SES Appointment documentation in final submission format. The SP shall be responsible for ensuring that the product is on approved forms, in approved format, written in a professional business style, and submitted to the NSSC HR POC by the established deadline. The SP shall provide regular status to Agency/Center HR POC on progress of SES appointment package through the Agency approval process to a final decision from OPM. The SP shall enter appropriate data on SES appointments into the OPM Executive Information System."

c. Section 3.2.3.2, "Permanent Change of Station (PCS) and Extended Tour of Duty (TDY) Relocation Assistance," is moved to New PWS Section: "3.2.8, "Permanent Change of Station (PCS) and Extended Tour of Duty (TDY) Relocation Assistance."

7. Contract Section J-2 entitled, "Data Requirements List/Data Requirements Description (DRL/DRD)," is hereby changed as indicated in ATTACHMENT 2 to this modification. This ATTACHMENT 2 replaces and updates DRD Numbers 2.11-1 through 2.11-4, and 3.4-9 of Attachment J-2 to the Contract.

9. Contract Section J, attachment number J-5, "Award Fee Plan," is changed as indicated in ATTACHMENT 3 to this modification. This ATTACHMENT 3 replaces page 5 of Attachment J-5 to the Contract.

B. List of Attachments to this document:

ATTACHMENT NO. 1 – Replacement Pages 22 through 30 of Section J-I, Performance Work Statement.....	9 Pages
ATTACHMENT NO. 2 – Replacement DRD to Section J-2, DRL/DRD.....	8 Pages
ATTACHMENT NO. 3 – Replacement Page 5 of Section J-5, Award Fee Plan	1 Page

BLOCK 14 CONTINUED, DESCRIPTION OF AMENDMENT/MODIFICATION.

C. Contractor's Statement of Release:

In consideration of the modification(s) agreed to herein as complete equitable adjustments of Computer Sciences Corporation (CSC) proposals dated January 13, 2006 and January 30, 2006, received in response to NASA/NSSC's Letter RFP Number NNX06SS002R, has been accepted without discussions. The Contractor hereby releases the Government from any and all liability under the Contract for further equitable adjustments attributable to such facts or circumstances giving rise to the contract changes set forth herein.

D. Except as provided herein, all terms and conditions of the document referenced in Item 10A, as heretofore changed, remain unchanged and in full force and effect.

3.2.1.2 General Employment Inquiries

The SP shall accurately respond to general NASA employment inquiries by applying knowledge of NASA and Federal employment regulations, standardized responses, and web-based resources. The SP shall refer special cases (as defined in advance by NSSC HR representative) to Center HR Specialists. The SP shall receive unsolicited résumés for NASA positions and respond to such solicitations. SP shall be listed as the point of contact on the NASA Jobs website for general employment inquiries.

3.2.1.3 Position Classification Appeals

The SP shall coordinate the Agency's position classification appeals. This will include collecting supporting documentation for position classification appeals case files; coordinating job audit schedules; conducting the audit; making a classification recommendation; and assembling position classification appeals package, which includes: position evaluation, final decision, and evaluation reports. SP shall forward recommendations and all supporting documentation to the Agency Personnel Division for review and approval. SP shall develop and coordinate Agency submissions and requests for information involving appeals to the Office of Personnel Management.

3.2.1.4 RESERVED**3.2.1.5 Employee Recognition and Awards Processing**

The SP shall provide administrative and clerical support to the Agency's awards program. This includes processing of awards through the NASA Automated Awards System (including all "out-of-cycle" Agency honor awards), data entry, records management, records maintenance and reporting, supporting the purchase of and maintaining appropriate inventory of NASA-determined and approved award items, preparing and delivering recognition items to Center Awards Officers, and notifying the Center Awards Officer of employees selected for awards/recognition, including effective date of award. The SP shall produce and distribute all award recognition and notifications, including certificates, medals, plaques, letters and other forms of recognition and notification. The SP shall support the awards program in the planning, scheduling, and development and delivery of materials for Agency and Center awards ceremonies and presentations. The SP shall plan, coordinate, and administer all aspects of the Agency annual Honor Awards Ceremony. The SP shall also coordinate travel arrangements with the Agency travel contractor for Agency Honor Awards recipients.

The SP shall support administration of the Agency External Honor Awards program. This includes collection of employee information required for nominations; review, preparation, and tracking of all Agency External Awards submission packages; and notification of selection to NASA organizations/Center Awards POC of award recipients.

The SP shall maintain supplies for the Agency Honor Awards program. This includes purchase support, maintenance, and delivery of the Agency Honor Awards supplies inventory.

3.2.1.6 Preparation and Distribution of Employee Notices

The SP shall prepare and disseminate Center and Agency employee notices. This includes, but is not limited to, required annual employee notification related to Federal law and regulatory provisions, employee rights, and employee benefits. The SP shall develop and maintain Employee Notice information and provide for posting on Agency and Center Employee Notice web sites. The SP shall respond to inquiries concerning employee notifications.

3.2.1.7 Reserved**3.2.1.8 Providing Support to HR Specialists**

The SP shall provide information to the Agency's HR Specialists regarding transactional and operational activities of HR programs within the Agency; including the following HR areas: Benefits, Pay, Leave, Awards and Recognition, Recruitment, and Personnel Action Processing. The SP shall utilize their knowledge of the laws, rules, regulations, handbooks, and advisory guidance (including NASA regulations and guidance), as well as case law, memoranda, and additionally published regulations and guidance provided by the Office of Personnel Management and its partners to provide current information on applicable law, procedure, and decisions when requested. SP shall contact the Office of Human Capital Management to obtain policy guidance on issues that have Agency-wide impact. Advisory services involving new, unusual, or complex issues requiring interpretation of federal or agency policy or practice will continue to be provided by the Office of Human Capital Management.

3.2.1.9 RESERVED**3.2.1.10 RESERVED****3.2.1.11 Development of Information Materials**

The SP shall maintain existing and develop informational materials related to a variety of Agency programs. HR subject matter areas include: Benefits, Pay, Leave, Awards and Recognition, SES, Position Classification, Staffing and Recruitment, Personnel Action Processing, and Training. Materials developed will be used to support various subject matter areas, initiatives, and requirements. The SP shall obtain approval for all informational material content from the appropriate NSSC NASA staff before release to any interested NASA and customer parties.

The SP shall develop content for, but is not limited to:

- User instruction manuals
- Employee informational materials
- Troubleshooting documents
- Web sites

3.2.1.12 Design, Production, and Delivery of Information Materials

The SP shall design, produce, and deliver the materials upon approval by the CO, the COTR or their designee. Materials to be produced include, but are not limited to:

- Web sites
- Desk guides
- Brochures
- Recruitment tools
- Training manuals
- User manuals

The SP shall create such materials to meet the needs of the targeted audiences such as subject matter staff, NASA employees, and/or the general public.

3.2.2 Employee Development and Training

The SP shall:

- Provide transactional and other support for standard and unique training requirements. This includes:
 - Collecting standard requirements and coordinating classes.
 - Managing the automated registration and specified logistical support and employee notification process for internal NASA and Center courses.
 - Registering and notifying employees of individually approved and funded training courses, including conferences and academic classes.
 - Entering training data or verifying training data is entered and archived in NASA's on-line training systems.
 - Managing and administering NASA's on-line training systems.
 - Supporting the administration of surveys and assessments.
 - Supporting the Procurement General Schedule (GS) -1102 training program.

3.2.2.1 Training Services Support for Specified Needs that are Standard Across the Agency

Based on requirements from the Agency and/or the centers, the SP shall support the purchase of standard training classes for the Agency (e.g., export control, IT security, and ethics). Support shall include performing market research to identify and recommend potential training providers. The final vendor selection will be made in consultation with the requestor. The SP shall prepare course descriptions for approved courses and update and maintain the list of standard training requirements, communication methods, and schedules.

3.2.2.2 Registration/Reimbursement for Individually Funded Training Activities

Individually funded training is defined as training that requires registration and funding specific to an individual attendee. The SP shall accomplish the following tasks using the Agency Learning Management System (LMS).

Upon receipt of an approved training request for an individually funded training activity, the SP shall conduct registration activities for Agency civil servants, including:

- Complete appropriate procurement documentation (purchase request, etc).
- Register the attendee(s) with the course vendor.
- Send confirmation notices.
- Verify attendance/completion of training.
- Distribute and collect training evaluations and enter data into learning management systems.

The SP shall process employee reimbursements when course fees for individually funded training are not paid in advance. This support includes:

- Verifying approval, reviewing training reimbursement requests, and confirming course attendance/completion.
- Completing required documentation and forwarding to NSSC HR POC for approval.

The SP shall maintain training authorization documentation files. Documentation includes copies of approved training and reimbursement requests, course receipts/proof of attendance documents.

3.2.2.3 Processing of Training Notices for Internal NASA and Center Training

The SP shall receive approved training requests, "reserve" seats for specific courses, track reservations against available seats, maintain a "waiting list" (if necessary), and notify employees and their managers of status of request (confirmed reservation, waiting list, not reserved).

The SP shall distribute the specified pre-work or course materials in keeping with the requirements of the course. The SP shall prepare and provide a course roster to the third party vendor and the requesting training office.

The SP shall prepare an attendance report for each course, collect course evaluations, prepare a summary report, and make the information available in an electronic library. The SP shall also provide completed training notifications (typically by list, certificate, or e-mail notification) to course participants and their supervisors.

3.2.2.4 Training Data Entry

The SP shall enter data into NASA automated Learning Management Systems (LMS) when implemented (currently Administrative Schedule Track Access Report (ASTAR) and NASA On-Line Registration System - NORS) for each training instance to produce updated training histories. Source documents will be in the form of employee nominations, historical training data, approved training forms, attendance and completion data, and course information. Upon request, the SP shall provide reports of data maintained in the automated learning management systems.

3.2.2.5 Administration and Oversight of On-Line Agency Training and Training Systems

The SP shall support Agency on-line training systems and Agency e-learning portals. Currently this includes the Site for On-Line Learning and Resources (SOLAR), ASTAR and NORS, which are all scheduled to be replaced by the Agency Learning Management System (LMS) when implemented. Support includes:

- Facilitating resolution of issues between NASA and the LMS contractor.
- Supporting NASA users in password resets, connectivity, and training as required to access and efficiently use LMS.
- Supporting NASA users in loading new course materials to the LMS website.
- Providing ad hoc reports as requested.
- Maintaining and updating on-line course catalogues, course availability, and course content.

The support activities referenced above shall consider customer needs and feedback as expressed through identification of Agency and Center-specific training needs, systems functionality comments as well as advances in on-line training capability.

3.2.2.6 Support to Surveys and Assessments

The SP shall support, coordinate, facilitate, and administer customer/Agency surveys, and studies of interest to the Government, as requested by the HR POC. The SP shall:

- Provide support during the development, deployment, and results analysis of surveys and assessments.
- Make effective use of all available media in publicizing any required survey.
- Deploy standard surveys and assessments to the appropriate customer or Agency target audience.
- Collect results and keeping with the design parameters of acceptable response rates, complete initial analysis of results data, and provide summary data reports to the requestor.
- Maintain a survey and assessment repository containing both standard and customized survey assessment questions as well as data files of past survey and assessment results.

The Agency/Centers will retain content definition, determination of appropriate software/tools, definition of implementation plan/schedule, analytical reasoning and analysis, and development of conclusions and recommendations.

The SP shall manage and administer a survey and assessment tools library to make available, for NASA-approved and authorized use, a range of survey and assessment software tools, including updates, license documentation, and user instructions and guidelines.

3.2.2.7 *RESERVED*

3.2.3 Employee Benefits

The SP shall provide general administrative, advisory, and transactional support for employee health, life, retirement, and survivor benefits. Benefits administration shall be done in accordance with the applicable Federal and NASA regulations in such a manner as to provide the customer with timely, accurate, and complete counseling, calculations, and processing of entitlements. The SP shall provide information, counseling, and calculations based on the most current Federal and/or NASA regulations. The SP shall accommodate counseling sessions by telephone, electronic means, and/or face-to-face at the NSSC. In the case of death benefits counseling the SP shall provide face-to-face counseling at the survivor's location near the decedent's employment location or at other locations when approved by the NSSC HR POC.

The SP shall provide advice to employees and employment candidates on relevant entitlements and specific timeframes and methods in which to file for such benefits. Upon specific request by the HR POC, the SP shall prepare summary of benefits for use in litigation and/or civil complaints and grievances.

The SP shall prepare retirement calculations and provide counseling upon request by individual employees in preparation for prospective or immediate retirement. Upon receipt of specific request and required documentation from employee, the SP shall process retirement claim.

The SP shall support administration of the leave donor program, advanced sick leave program, and organization of health and safety fairs.

3.2.3.1 *Benefits Processing*

Government-provided benefits include, but are not limited to: Federal Employees Group Life Insurance (FEGLI), Federal Employee's Health Benefits (FEHB), NASA Employee's Benefits Association (NEBA), Thrift Savings Plan (TSP), Federal Long Term Care Insurance Program (FLTCIP), Flexible Spending Accounts (FSA), retirement, disability/long-term illness and death benefits. The SP shall, upon request:

- Counsel employees, selectees, survivors, and other authorized parties pertaining to entitlements, necessary forms, and/or method to enroll, file, and/or claim benefits.
- Review employee's Official Personnel Folder (OPF) and advise authorized parties regarding benefits.
- Calculate and provide annuity estimates to employees.
- Review enrollment and claim forms to ensure appropriate entitlement, completeness, accuracy, and receipt of necessary documentation.
- Process benefit changes and new enrollments.
- Prepare death benefits estimates for survivors and provide DOI's calculation of unpaid compensation.

3.2.3.2 RESERVED**3.2.3.3 New Hire, Transfer, and Reassignment In-Processing**

The SP shall provide newly selected individuals at all Centers with automated pre-employment processing packages necessary for entry-on-duty appointment processing through NASA's New Employee Orientation website. The SP shall verify accurate completion of necessary paperwork. Data from designated documents shall be processed to complete entry-on-duty requirements and remaining documents shall be forwarded to the cognizant NASA HR office. Performance of this task shall require obtaining and maintaining current pre-employment checklists from each Center, and ensuring that all pre-employment forms are available electronically.

3.2.3.4 Administration of Leave Donor Program and Advanced Sick Leave

The SP shall accept and process leave donor applications/forms. The SP shall provide potential leave recipient applicants with information and required forms. Upon Center HR POC approval/denial, the SP shall furnish notice to requesting employee and NSSC payroll.

Upon receipt of the advanced sick leave requests and extensions with accompanying medical documentation from employee's supervisor, the SP shall document requesting employee's current leave balances, retirement fund balance, and biweekly salary rate. The SP shall prepare the completed request for cognizant Center HR POC approval/denial. Upon approval/denial, the SP shall provide requesting employee's supervisor and payroll with final disposition and documentation of request.

3.2.3.5 Organization of Health Fairs and Occupational Health and Safety Awareness Fairs

The SP shall provide administrative, planning, and logistical support for Federal employee health benefits open season activities. Upon receipt of an approved request from a HR POC, the SP shall support scheduling, location planning, coordination with health care providers as necessary, and make necessary logistical arrangements for furniture, equipment, or other items to maximize both health care provider participation and information flow to NASA employees.

The SP shall also provide administrative, planning, and logistical support for annual Occupational Health and Safety Awareness Fairs. These fairs provide educational information, resources, and screenings on a variety of health and safety topics. Upon receipt of an approved request from a Center representative, the SP shall contact and coordinate with Fair participants as necessary, support Fair date and location planning, and make any necessary logistical arrangements for furniture, equipment, materials, notifications, or other items to maximize employee access to Health and Safety Awareness information.

3.2.3.6 Financial Disclosure Forms

Upon notification from the NSSC HR POC, the SP shall identify employees required to file forms (SF278), deliver forms to employees, and provide the Center's Chief Counsel with a list of employees who were provided forms. For Office of Government Ethics (OGE) form 450, the SP shall generate a list of employees required to file form OGE 450 (or OGE 450A) and provide the list to the cognizant Center representative for further identification of additional covered employees. Upon receipt of Center information, the SP shall update the FPPS system with accurate position coverage information and distribute appropriate forms to identified employees.

3.2.4 Human Resource and Training Information Systems

The SP shall support the NSSC HR and Training organization in the following areas: HRIS systems user training and IT training support; web site development and maintenance; ad-hoc reporting and charting; and transition support to new NSSC HR systems identified under this contract or letter of obligation. The SP shall interface with the staff and systems of the NASA Data Center (NDC), Integrated Financial Management (IFM) Competency Center, DOI National Business Center, and the NSSC civil service HRIS staff in the execution of these tasks. Systems include, but are not limited to, FPPS and systems required by e-gov and IFM initiatives.

3.2.4.1 HR/Training Information Systems

The SP shall support operations of the Agency-wide automated systems that are used by HR and training programs.

Operational support includes, but is not limited to, production of customized reports based on a baseline requirement but run at user request; ad-hoc report requests; automated systems support to transactional activities; and support and assistance in the development of rapid application tool development to meet short term requirements. The SP shall also provide support for complementary software applications and tools that are not otherwise provided by the IFM Competency Center or other Agency-wide initiatives.

3.2.4.2 HR and Training Web Site Development & Maintenance

The SP shall provide web site and web-based tools development/administration and associated graphics support for both Agency and NSSC HR and Training web sites that are the responsibility of the NSSC HR and training organizations. The web site types will include informational, transactional, and interactive sites. The web sites shall meet all NSSC HR and training organization, Agency, Center, Federal requirements and standards for content, registration, and security. The SP shall utilize the latest, common technologies and web site designs to ensure that high quality, low cost products are integrated into the scheme of NSSC HR web design. The SP shall apply expertise in HR and IT business practices, policies and regulations in order to ensure appropriate prioritization, delivery, control, access, and security of HR databases, tools, services, and information.

3.2.4.3 User Support / Expertise for Center HR Data Users

The SP shall support the NASA HR data users for the full range of HR functions. Technical and functional expertise shall be provided for the following functions:

- Establish and maintain system/application accounts.
- Establish and reset system passwords.
- Advise users on the input and use of HR system data.
- Advise and assist users in the correction and resolution of data errors.
- Advise and assist users in application problem resolution.
- Provide system application training.
- Provide report training using Agency established report systems.
- Develop and maintain training materials (DRD 3.2-3).

The SP shall provide training locally and/or remotely.

3.2.4.4 IT Support for NSSC Computer Training and Classrooms

The SP shall provide support to the NSSC computer training rooms, Computer Based Training (CBT), and non-computer training classrooms and respond to priority requests for assistance in such a manner as not to delay the start or stop of class and to ensure smooth operations and customer service. The support of classrooms includes tasks such as, but not limited to:

- Support and assistance for classroom projectors, video, smartboards (operation, connections, maintenance requests)
- Support for non-ASMS software required for training (e.g. SAP, groupware, Easy5, Cisco)
- Real-time student/instructor assistance on classroom computers, loads and student administration
- Security surveillance and patching of classroom computers
- Ghosting and recovery of classroom software loads
- Training room server support

3.2.5 Personnel Action Processing and Record Keeping**3.2.5.1 Maintenance of Official Employee and Performance Records**

The SP shall maintain all information, forms, and data that comprise the 'Official Personnel Folder' and 'Employee Performance File'. The SP shall establish, review, and maintain records on NASA civil service personnel and provide copies or access upon request.

3.2.5.2 Personnel Action Processing and Related Records

The SP shall support HR transaction processing and related records to produce updated:

- Senior Executive Service (SES) data
- Official Personnel Folder (OPF) data
- SF-50s (Notification of Personnel Action)
- Non-OPF data (e.g., data not recorded on SF-50 - Group Action Request Lists (GARLs) and awards documentation).

The SP shall follow the OPM regulations for personnel data input and output processing. Sources for these data processes include, but are not limited to: SF-50s, SF-52s (Request for Personnel Action), NASA employee information (i.e. Employee Express) or verification of documents.

3.2.6 Recruiting Event Logistics

The SP shall perform recruiting logistics for the Agency's recruiting events. This includes planning and coordination of Agency-wide and Center-specific recruiting events. The SP shall support the purchase of and maintain an inventory of NASA-determined and approved recruitment supplies (i.e. handouts and giveaways) for use at recruitment events. The SP shall work with the requesting HR office representative to develop recruiting event plans, identify recruiters, and coordinate center registration information. The SP shall register Centers for the event, including booth registration, reserving interview rooms and reserving rooms for pre-event receptions; develop event-specific vacancy announcements; notify university departments and groups; develop and deliver recruitment materials and supplies, including maintenance and storage between events; develop recruitment theme and incorporate theme/design in all recruitment materials; ship materials to/from event; coordinate logistical information for the event, including hotel accommodations, transportation to and from the

event, itineraries of pre and post meeting; coordinate travel for recruitment team with the Agency travel contractor; and prepare travel orders for recruiters. The SP shall set up and take down the recruiting event display, manage and maintain records of recruiting events, including location and date of event, list of recruiters, positions recruited, number of student visits, number of applicants, number of offers extended to Corporate Recruitment and non-Corporate Recruitment allocations, race and national origin of the applicant pool, and number of hires associated with each recruiting event. The SP shall track offers of employment, declinations and reason for declination, and incentives used to entice candidates.

3.2.7 SES Case Documentation

3.2.7.1 Presidential Rank Awards

From content provided by the Agency, the SP shall prepare SES Presidential Rank Award nomination documentation in final submission format in accordance with Office of Personnel Management (OPM) regulations and guidelines and the annual Agency call letter and guidance notice. The SP shall ensure that documentation is on approved forms, in approved format, written in a professional business style, and submitted to Agency POC by the Agency deadline.

The SP shall provide regular status to Agency/Center HR POC on progress of SES Presidential Rank Award packages through the Agency approval process to a final decision from OPM.

3.2.7.2 Appointments

From content provided by the Agency, the SP shall prepare SES Appointment documentation in final submission format. The SP shall be responsible for ensuring that the product is on approved forms, in approved format, written in a professional business style, and submitted to the NSSC HR POC by the established deadline. The SP shall provide regular status to Agency/Center HR POC on progress of SES appointment package through the Agency approval process to a final decision from OPM.

The SP shall enter appropriate data on SES appointments into the OPM Executive Information System.

3.2.8 Permanent Change of Station (PCS) and Extended Tour of Duty (TDY) Relocation Assistance

The SP shall counsel new hires, as well as selectees for new positions and for extended training and developmental opportunities involving a new duty location regarding relocation, as appropriate. The SP shall provide the following services in accordance with the Federal Travel Regulations and NASA policy guidance:

- Counsel of selectees/hires on entitlements and local area information (e.g. temporary quarters, schools, taxes, etc.).
- Estimate entitlement costs for PCS and Extended TDY orders.
- Prepare and obtain required NASA approval of PCS orders.
- Secure moving and storage services.
- Provide property management services.
- Furnish home appraisal services.
- Arrange for transport of automobiles and mobile homes.
- Arrange for Purchase and sale of homes.

DATA REQUIREMENTS LIST

DRL NUMBER: NSSC-SP-01		REVISION 2 via Contract Mod #4
PROJECT/SYSTEM NASA Shared Services Center Contract		
CONTRACT NUMBER		PREPARATION DATE 20 July 2004
CONTRACTOR		TECHNICAL APPROVAL
ATTACHMENT NUMBER Section J, Attachment J-2		EXHIBIT NUMBER N/A
ITEM NO.	TITLE	CHANGE STATUS
2.1-1	Report, Equal Employment Opportunity	
2.5-1	Report, Contract Performance (Metrics)	
2.8-1	Report, Anomaly	
2.8-2	Plan, Service Provider Emergency Preparedness Plan	
2.8-3	Plan, Emergency Situations and Contingency Operations	
2.9-1	Plan, Risk Management	
2.10-1	Plan, Quality Control	
2.11-1	Reports, Contractor Financial Management	Update via Mod 4
2.11-2	Report, Monthly Allocation Cost	
2.11-3	RESERVED	Update via Mod 4
2.11-4	Reports, Annual Phased Plan	Updated via Mod 4
2.12-1	Plan, Phase-in, Transition, and End State Delivery	
2.17-1	Report, Customer Satisfaction Assessment	
3.1-1	Report, Financial Management	
3.1-2	Plan, Internal Control	
3.1-3	Report, Develop SP Finance Performance Metrics	
3.1-4	Report, Accounts Payable Payments Report	
3.1-5	Report, Interest Paid and Discounts Earned	
3.1-6	Report, Quarterly Receivables Due from the Public	
3.1-7	Report, Accounts Receivable Metrics	
3.1-8	Report, Collections	
3.1-9	Report, Accounts Receivable Transferred to U. S. Treasury	
3.1-10	Report, Average Days Outstanding for Accounts Receivable	
3.1-11	Report, Payroll Payments Issued	
3.1-12	Report, Time and Attendance Reports Processed	
3.1-13	RESERVED	
3.1-14	Report, Payments Accepted from a Non-Federal Source (Semi-annual)	
3.1-15	Report, Domestic Travel Vouchers Processed	
3.1-16	Report, Foreign Travel Vouchers Processed	
3.1-17	Report, Average Days to Process Travel Voucher	
3.1-18	Report, PCS/TCS Travel Vouchers Processed	
3.1-19	Report, Annual Relocation	
3.2-1	Metrics, Drug Testing Performance	
3.2-2	Report, NASA Suggested Revisions to 1102 Procurement Training Policy	
3.2-3	Training Aids, Training Materials for HR Data Users	

3.3-1	Plan, Procurement Forms Standardization	
3.3-2	Report, Grants Study	
3.3-3	Report, SBIR/STTR Study	
3.3-4	Handbook, NASA Contracting Intern Program (NCIP)	
3.4-1	Policy Development, Information Technology	
3.4-2	Report, IT Delivery Models and Assessments	
3.4-3	Plan, Configuration Management	
3.4-4	Report, IT Security Metrics Report	
3.4-5	Report, Application Development and Engineering	
3.4-6	Report, Vulnerability & Incident Analysis	
3.4-7	Plan, IT Security	
3.4-8	Report, Customer Contact Center, Web and Help Desk Integration Business Case Study	
3.4-9	New IT Systems Summary	Updated via Mod 4

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01		A. ITEM NO. DRD 2.11-1									
B. LINE ITEM TITLE: Contractor Financial Management Reports															
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. Initial Submission October 1, 2005	H. AS OF DATE 30:10										
J. REMARKS: 1) Provide standard inception-to-date financial management reports on form 533M consistent with the approved work breakdown structure (including roll-ups) to the NSSC Delivered Service (i.e. 3.1 Financial Management includes the following NSSC Delivered services: 3.1.1 Accounts Payables; 3.1.1.1 Purchase cards; 3.1.1.2 Grant/Contract Letter of Credit/SF 272 Payables; 3.1.2 Accounts Receivable; etc.). and in the 533 Format that's been approved by the NSSC Business and Administration Office 2) Provide a supplemental report showing 533M data on a Fiscal Year (vs. inception-to-date) basis 3) 533M transmittal letter shall include a variance explanation of prior month estimate to actual greater than +/- 5%. In addition, 533M transmittal letter shall include a variance explanation of monthly plan to monthly actual greater than +/- 5% or \$[REDACTED], whichever is greater or as required by the NSSC Business and Administration Office. Variance explanations will be at the NSSC Delivered Service level or as required by the NSSC Business and Administration Office															
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> </table>		TOTALS		NO.	TYPE	1	A	1	B
TOTALS															
NO.	TYPE														
1	A														
1	B														

DATA REQUIREMENT DESCRIPTION

Contractor Financial Management Reports	2. NUMBER DRD 2.11-1
Management tool to track SP costs.	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP	6. REFERENCES PWS Section 2.11

8. PREPARATION INFORMATION
SP must fully comply with guidance outlined in NPR 9501.2C, as amended

NNX05AA01C

NSSC Contract
Attachment J-2
Revised via Modification No. 4

DRD # 2.11-1A, Forms A and Form B are hereby deleted in their entirety.

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 2.11-2
B. LINE ITEM TITLE Monthly Allocation Cost Report						
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ 6	F. FREQ. Monthly	G. INITIAL SUB. With first 533 Submission after NSSC Go-Live	H. AS OF DATE 30/10	
J. REMARKS: Supplemental financial management report to show allocation of SP Support Functions Cost (i.e. Management, IT, Cross Cutting Services) to NSSC Delivered Services (i.e. 3.1.1 Financial Management includes the following NSSC Delivered services: 3.1.1.1 Accounts Payables; 3.1.1.1 Purchase cards; 3.1.1.2 Grant/Contract Letter of Credit/SF 272 Payables; 3.1.2 Accounts Receivable, etc.) Where cost is directly related to a particular Center, the SP will provide the cost for that unique service or request when warranted.						
K. DISTRIBUTION NSSC CO					TOTALS NO. TYPE 1 A 1 B	
DATA REQUIREMENT DESCRIPTION						
1. TITLE Monthly Allocation of SP Support Services				2. NUMBER DRD 2.11-2		
3. USE This report will be used by the NSSC Business and Administration Office to help determine the service rates, budget, and funding requirements required from each Center to support the NSSC.				4. DATE 08/31/04		
				5. ORGANIZATION NSSC		
7. INTERRELATIONSHIP This supplemental report must be reconcilable and auditable back to the 533M.				6. REFERENCES PWS Section 2.11		
8. PREPARATION INFORMATION The SP may use algorithms or other methods to determine the appropriate cost allocation. These algorithms must be approved by the NSSC Business and Administration Office on an annual basis, or as updated, and will remain on file as required, to support potential audits. The SP shall determine the initial cost elements to be allocated. The NSSC Business and Administration Office may request the SP to modify this report if additional information is required.						

DRD 2.11-3 "Year-End Cost Estimate Reports" is hereby DELETED in its entirety as the requirement is met in DRD 2.11-1's Supplemental Fiscal Year Report.

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 2.11-4		
B. LINE ITEM TITLE Annual Phased Plan Reports									
C. OPR. NSSC		D. TYPE 3		E. INSPECT/ ACCEPT 6		F. FREQ. Annually and updated per NASA request		G. INITIAL SUB. January 15, 2006	
H. AS OF DATE									
J. REMARKS: Two reports are required: 1) SP Annual Plan by Contract WBS (consistent with 533M) 2) SP Annual Plan allocated to NSSC Delivered Services (consistent with monthly allocation report)									
K. DISTRIBUTION NSSC CO								TOTALS	
								NO.	TYPE
								1	A
DATA REQUIREMENT DESCRIPTION									
1. TITLE Annual Phased Plan Reports							2. NUMBER DRD 2.11-4		
3. USE These reports will be used to communicate SP plans for budget execution and implementation These reports provide baseline for 533M reporting and monthly allocation reporting.							4. DATE 08/31/04		
7. INTERRELATIONSHIP							5. ORGANIZATION NSSC		
							6. REFERENCES PWS Section 2.11		
8. PREPARATION INFORMATION Each government fiscal year (GFY), the SP shall provide a monthly phased plan of costs and workforce requirements at the WBS level defined in the 533M Contractor Financial Management Report and Monthly Allocation Cost Report (DRDs 2.11-1 and 2.11-2) The SP shall provide a new Annual Phased Plan with initial plan due annually on January 15 and the final plan due annually on July 15 for the subsequent GFY or as requested by the Contracting Officer The SP may propose a format for the concurrence of the NSSC Business and Administration Office									

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.4-9
B. LINE ITEM TITLE: New IT Systems Summary						
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ACCEPT 6	F. FREQ. AR (As Required)	G. INITIAL SUB. Initial deliverable Project Plan: 120 days after NSSC Operational date (3/1/06) Monthly deliverable: Monthly status reports	H. AS OF DATE	
J. REMARKS: Technical Exhibit 8: New IT Systems Summary describes an initial set of systems required by the NSSC.						
K. DISTRIBUTION NSSC CO					TOTALS	
					NO.	TYPE
					1	A
					1	B
DATA REQUIREMENT DESCRIPTION						
TITLE New IT Systems Summary					2. NUMBER DRD 3.4-9	
3. USE To ensure high quality software deliverables of unclassified NASA electronic information and data processed by Federal general support computer systems and major software applications.					4. DATE 08/31/04	
					5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP					6. REFERENCES PWS 3.4.3	
8. PREPARATION INFORMATION Initial delivery: The SP shall deliver a comprehensive project plan for NSSC approval that fully describes how the SP will develop and implement the identified systems. The project plan shall include estimated costs and schedules for each system. Future deliverables shall be "As Required" in writing by the COTR or by the Technical Lead for this Function for status reports against the approved project plan						

Performance Monitors

A monitor will be designated for each functional area supported by the Service Provider. NASA may assign additional performance monitors or make substitutions as necessary.

The primary Functional Monitor responsibilities are:

- 1) Monitoring, evaluating, and assessing Service Provider performance in assigned areas, including review and validation of metrics where applicable.
- 2) Periodically preparing a Monitor Evaluation Report for the COTR.
- 3) Meeting with the appropriate Service Provider representative as necessary to assure that there are no misconceptions of the contents of the evaluation reports at the end of the evaluation period.
- 4) Recommending appropriate changes in this plan for consideration as addressed in Section 4.

Performance Evaluation Board (PEB)

Chair of the PEB: Deputy Director
Deputy Chair of the PEB: Director, Service Delivery Directorate

The following are voting members:

Director, Service Delivery Directorate
Director, Business & Administration Office
Director, Customer Satisfaction & Communication Office

The Chair may appoint non-voting members to assist the Board in performing its functions.

The primary responsibilities of the PEB are:

- 1) Conducting semi-annual evaluations of the Service Provider's performance through review of the Functional Performance Monitor Evaluation Reports.
- 2) Discussing and approving submission of a Performance Evaluation Board Report to the FDO with recommendations for each evaluation period.
- 3) Considering changes in this plan and recommending those it determines appropriate for adoption by the FDO, as addressed in Section 4 below.

Section 3 - Method for Determining Award Fee

The Service Provider shall be evaluated on Technical Performance and Cost/Business Management. The Service Provider may earn award fee based on its scores in these two areas. The Service Provider's Technical Performance and Cost/Business Management shall be evaluated on a semi-annual basis. Technical Performance shall be worth 70% and Cost/Business Management shall be worth 30% of the available award fee for each evaluation period. Technical Performance comprises two areas of evaluation: 1) Customer Satisfaction at 20% and, 2) Overall Technical Performance at 50%. A maximum of 20% of the available Technical Performance award fee shall be based on the periodic evaluation of customer satisfaction. The remaining 50% of the available Technical Performance award fee shall be based on a subjective assessment of the Service Provider's performance. Finally, a maximum of 30% will be available in award fee for Cost/Business Management. The two areas will result in assigned numerical scores based on Appendix B, Award Fee Grading Table.